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September 14, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.  
Director and Chief Medical Officer

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM - FY 2003-04, FOURTH  
QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department to prepare quarterly reports on the Workforce Development Program ("WDP"). The attached report covers the fourth quarter of Fiscal Year 2003-04, namely the April 1, 2004 through the June 30, 2004 period. Some of the training highlights include:

- Thirty-four employees continued attending their Registered Nursing (RN) training program at El Camino Community College.
- Ten Licensed Vocational Nurses continued attending the LVN-to-RN Registered Nursing training program at East Los Angeles Community College.
- Five employees continued attending their Licensed Vocational Nurse training at St. Francis Career College.
- A combined total of thirty employees have been enrolled in the Licensed Vocational Nurse training programs at the LAC+USC's School of Nursing and at Olive View/UCLA Medical Center.
- Seventeen employees who have completed their registered nurse training are being provided with a 10 week, 150 hours NCLEX-RN review course to prepare them to pass the State test for RN licensure.
- A combined total of eighty-three employees who are being prepared to enter a nursing program, are attending WDP-sponsored science pre-requisite courses in Microbiology, Anatomy, Chemistry, and Algebra. These courses are being provided at East Los Angeles, Cerritos, and El Camino Community Colleges.
- Twenty-nine nurses attended a two-day preceptorship training session in June 2004.

- A combined total of fifty-two employees at King/Drew and LAC+USC Medical Centers and Rancho Los Amigos National Rehabilitation Center completed their basic computer training in the fourth quarter of fiscal year 2003-04.
- Two hundred fifty-seven employees received training on the topic of communications during the fourth quarter of fiscal year 2003-04.
- Ninety employees completed their interactive Basic Spanish for Health Care Providers class at the Harbor/UCLA, LAC+USC, and Olive View/UCLA Medical Centers and the Curtis Tucker Health Center.
- With the assistance of special instructors, employees at various DHS Medical Centers are continuing their on-the-job training to implement Inpatient Clinical Pathways which are a basic component of Clinical Resource Management.
- One hundred twenty-six employees were given Assessment Workshops at various DHS facilities to determine their readiness to meet the requirements of present training programs and future educational and career goals. The workshops are being followed with actual refresher instruction in subjects such as English, Math, Algebra, Study Skills, and Adult Basic Education for those individuals identified in need of improvement.
- Five laid-off employees completed their Medical Records Coder Training program classes provided by Code-Link, Inc. The students will now be tutored to prepare them to take the Certified Coding Specialist exam, scheduled to be given in September 2004.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, the Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:ad  
d/fourthquarterreport.mem

Attachment

c: Chief Administrative Officer  
County Counsel  
Executive Officer, Board of Supervisors



# **LA HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM**

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**Fourth Quarter Report**

**FY 2003-04**

\* An Educational Partnership of the County Department of Health Services and  
Service Employees International Union, Local 660

**WORKFORCE DEVELOPMENT PROGRAM**

**An Educational Partnership of the County's Department of Health Services  
and  
SEIU Local 660**

**Quarterly Report  
Fiscal Year 2003-04 – Fourth Quarter**

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**EXECUTIVE SUMMARY**

This report summarizes the training and educational activities of the Workforce Development Program ("WDP") for the reporting period April 1, 2004 through June 30, 2004.

Major highlights for the Fourth Quarter include:

- Two Hundred Fifty Seven Department of Health Services employees completed two-day sessions on the subject of communications.
- Thirty-four employees continued their Registered Nursing training program at El Camino Community College.
- Ten LVNs continued their LVN-to-RN Registered Nursing training program at East Los Angeles Community College.
- Five employees continued their LVN training at St. Francis Career College.
- A combined total of thirty employees have been enrolled in the LVN programs at LAC+USC's School of Nursing and at Olive View/UCLA Medical Center.
- Seventeen employees who have completed their registered nurse training are being provided with a 10 week, 150 hours NCLEX-RN review course to prepare them to pass the State test for RN licensure.
- A combined total of eighty-three employees who are being prepared to enter a nursing program, are attending science pre-requisite courses in Microbiology, Anatomy, Chemistry, and Algebra. These courses are being provided at East Los Angeles, Cerritos, and El Camino Community Colleges.
- Twenty-nine nurses attended a two-day preceptorship training session.
- Forty employees were enrolled and have started their on-the-job Clinical Resource Management training pertaining to Inpatient Clinical Pathways.

- Fifty-one employees interested in nursing careers were provided with refresher courses throughout the fourth quarter. These included Math, English, and Algebra refresher, as well as Study Skills workshops to prepare candidates for the LVN and RN programs.
- Ninety employees completed their interactive Basic Spanish for Health Care Providers class at Harbor/UCLA, LAC+USC, and Olive View/UCLA Medical Centers and the Curtis Tucker Health Center.
- Five employees, that were laid-off in June 2003, completed their Medical Records Coder Training Program and will now be tutored to prepare them to challenge the Certified Coding Specialist exam scheduled for September 2004.

The attached report provides additional details on training and educational activities.

## WORKFORCE DEVELOPMENT PROGRAM

### An Educational Partnership of the Los Angeles County Department of Health Services and Service Employees International Union Local 660

#### FY 2003/04 Fourth Quarter Report (April 1, 2004 through June 30, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.1	Communications	To provide portable skills for employees to provide better quality service	The 2-day workshops on "Influencing through Communications" continued during the 4th quarter of fiscal year 2003-2004.	Two hundred fifty-seven DHS employees completed the 2-day communications workshop. (To date, 1970 employees have completed the training).
3.2	Basic Spanish	To provide employees with basic Spanish language tools and techniques that can be practically used in the work areas.	Employees began attending interactive basic Spanish classes at various Medical Centers and one Public Health Center. The classes are scheduled on Wednesday afternoons for 12 weeks.	Ninety employees from the Harbor/UCLA, LAC+USC, and the Olive View/UCLA Medical Centers and the Curtis Tucker Health Center completed a Basic Spanish for health care providers class during the 4th Quarter of FY 03-04. (To date, 232 employees have completed the training).
1.2	Clinical Resource Management (CRM)	To support the implementation of Inpatient Clinical Pathways ("ICPs") required by the 1115 Waiver.	After a series of meetings, the joint labor-management Nursing Education Project Team is recommending that the WDP use a "real-time, on-the-job" peer approach in educating and supporting inpatient clinical staff as ICPs are implemented. This approach will involve the use of former County nurses, to be recruited, to be deployed to the various County hospitals, including weekends, days, evenings, and nights.	Forty employees were enrolled and have commenced their on-the-job CRM training. Three instructors are currently providing training at OVMC, KDMC, and LAC+USC.

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
1.3	Medical Records Coding	To support the Waiver goal of compliance with Health Insurance Portability and Accountability Act.	A contract was established with Code-Link, Inc. to train laid-off DHS employees on medical record coding. A 20-week Medical Records Coder Training Program was initiated on September 20, 2003, with classes held on Saturdays, from 11:00 a.m. to 4:30 p.m. The training is intended to prepare the students to challenge the Certified Coding Specialist exam.	Five laid-off DHS workers completed their Medical Records Coder Training Program and will now be tutored to prepare them to challenge the Certified Coding Specialist exam scheduled for September 2004.
2.2	Specialty Nursing and Nursing Education	To implement training programs to address critical shortages in nursing services.	Commence training of employees who have completed the Registered Nurse training program pre-requisites at El Camino Community College. The 24-month training program started on October 24, 2003.  Commence training of LVNs who want to become RNs and have met all pre-requisites. Training to be provided by East Los Angeles Community College (ELAC).  Continue a Licensed Vocational Nurse (LVN) training program at St. Francis Career College.  Continue a Licensed Vocational Nurse (LVN) training program at the LAC+USC Medical Center's School of Nursing, and at Olive View/UCLA Medical Center.  Implement a review course to assist graduating nursing students to pass the State test for RN licensure.	Thirty-four employees continued their WDP-sponsored RN training program at El Camino Community College.  Ten LVNs continued their LVN-to-RN Registered Nursing training program at ELAC.  Five employees continued their LVN training at St. Francis Career College.  Sixteen employees have been enrolled in the LVN program at LAC+USC's School of Nursing and fourteen employees in the LVN program at Olive View/UCLA Medical Center.  Seventeen employees are being provided with a 10-week, 150-hours NCLEX-RN review course to prepare to them to pass the State test for RN licensure.

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
			<p>Establish contracts with educational institutions to provide science pre-requisite courses for employees who appear to meet nursing school requirements but are missing some of these science pre-requisites.</p> <p>Conduct Assessment Workshops for RN and LVN candidates during the 4<sup>th</sup> Quarter. These workshops are designed to test the employees' skill levels in reading, math, algebra, and studying.</p> <p>English, math, algebra refresher courses, as well as study skills workshops, and adult basic education classes were provided during the 4<sup>th</sup> Quarter of FY 03-04. These courses were designed for applicants to the RN and LVN program and for other employees who are pursuing other job-training goals.</p> <p>A preceptor program was recommended by the Nursing Education Project Team to increase the retention of newly graduated RNs and RNs assigned to demanding hospital wards. Nurses trained with "preceptorship" skills can provide support to those nursing staff to enhance retention.</p>	<p>Twenty employees are attending a Microbiology class at E.L.A. Community College; twenty-five employees are attending a Chemistry class at Cerritos Community College; twenty-five employees are attending an Anatomy class at El Camino Community College; and thirteen employees are attending an Algebra class at E.L.A. Community College.</p> <p>One hundred twenty-six employees underwent assessment tests at various DHS facilities.</p> <p>Fifty-one employees enrolled in refresher training courses in English, Math, Algebra, Study Skills, Adult Basic Education, and Test Taking.</p> <p>Twenty-nine nurses attended a two-day preceptorship training session in June 2004.</p>
2.2	Certification for RNs	To assist nurses in obtaining required certification for specialized areas of nursing.		



Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.3	Basic Computers	Educate beginning computer users to learn how to use and operate a computer.	Establish basic computer training courses to educate beginning computer users how to operate and use a computer.	Fifty-two employees at King/Drew and LAC-USC Medical Centers, and Rancho Los Amigos National Rehabilitation Center completed their basic computer training in the 4th Quarter of FY 03-04. (To date, 138 employees have completed this training).